Background

The goals of the Teacher Credentialing Service Improvement Project (TCSIP) are to use Web-based functionality and an improved database management system to:

- Provide application status information and check credentials held electronically,
- Implement online submission of renewal applications, and
- Improve the Commission's ability to compile and analyze data, and prepare reports in response to policymakers' requests.

Update

Phase 1 of the TCSIP was completed on schedule and implemented in October 2001. PricewaterhouseCoopers (PwC), and its subcontractor EzGov, worked with Commission staff in the design and implementation of Phase 1. The result of Phase 1 is an interactive, Web-based system for conducting application and credential status inquiries. The new system was demonstrated for Commissioners at the November 2001 meeting. The system allows credential applicants, credential holders, and stakeholders to use a Web browser to determine the status of a credential application or confirm the credentials held by an individual.

Phase 2 of the TCSIP was launched in October 2001. This second phase will enable teachers to renew and pay for their credentials on-line. The project is on schedule to deliver this powerful customer service tool in March 2002, and will subsequently be scheduled for demonstration at a Commission meeting.

The third phase of the project, planned for launch in March 2002, will provide the Commission with a new technology system for credential processing that will enhance the Commission's reporting capabilities in response to the needs of the Legislature, the Governor, and stakeholders. To achieve these results, Phase 3 will result in the replacement of the Commission's COBOL-based information technology systems (that are outdated, cannot be cost-effectively modified, and will soon be without vendor support). Final acceptance of the project is targeted for March 2003.

Staff is available to answer any questions the Commissioners may have.